

First, I wanted to say that I am sorry to have missed your public hearings. I have been extremely disappointed in the performance of the 12 Bus. (The no shows and late bus arrivals were unacceptable in July and August.) Yet you have turned that frown of disappointment into a gracious smile.

DART bus driver: Mr. Marshall (Bus # 12) September 26, 2012 Approx. 7:30 AM

It gives me great pleasure to inform you of the excellent service from Mr. Marshall. He arrives every morning on schedule and with a kind and gracious salutation. His attitude is pleasing and an awesome representation of DART and exemplary public service. (always lowers the bus for entry). I want to thank him for allowing my neighbor and I to run a marathon race this morning, in order to ride his bus. He was as always on time, yet we chose to return home momentarily to retrieve our umbrellas. We saw the bus take off, we ran to chase the bus. Then he politely waited for us, as we boarded the bus out of breath and ready to pass out. He simply said, with a smile "You didn't have to run like that ladies, I saw you coming! I was a few seconds early this morning anyway." Thank you Mr. Marshall for your patience and kindness. It is truly a joy to ride with you in the morning! We know that with you we will arrive to work on time! What a difference a great driver makes!!!

Iris Carter